

**ABSTRACT**

A system for managing requests comprising at least one communications line adapted to be used by a requestor to place a request with the system; request means for identifying contact details of the requestor and a stock item to which the request relates; and a user interface 10 having at least one indicator means 30 thereon, one of the indicator means associated with the stock item to which the request relates, where when a requestor places a request with the system, the indicator means 30 associated with the stock item to which the request relates is set to a first state indicating that at least one request associated with the stock item has not been attended to, and when all requests associated with the stock item have been attended to, the indicator means 30 associated with the stock item to which the request relates is set to a second state. Each stock item is assigned a stock code 32 and each indicator means 30 associated with a stock code 32 to allow stock items to be appropriately referenced.